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Application Number

09/886,611

Filing Date

06/21/2001

First Named Inventor

Mark W. Saylor, et al.

Group Art Unit

2813

Examiner Name

TBA

Total Number of Pages in This Submission

Attorney Docket Number

113794.125US2

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Applicants: Mark W. Saylor, et al.

Serial No.: 09/886,611

Filed: June 21, 2001

Entitled: LIVEEXCEPTION SYSTEM

Attorney Docket No.: 113794.125US2

Examiner: TB

Group Art Unit: 1802

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APPOINTMENT OF NEW ATTORNEY,
CHANGE OF CORRESPONDENCE ADDRESS, and
STATEMENT UNDER 37 C.F.R. §3.73(b)**

The undersigned, Concord Communications, Inc., a Massachusetts corporation, owner of the above-identified United States patent application, hereby revokes all powers of attorney previously granted and appoints the following practitioners with full power of substitution and revocation to prosecute the patent application and to transact all business in the Patent and Trademark Office connected therewith.

CUSTOMER NUMBER: 23483

All future correspondence should be sent to:

Eric L. Prah
Hale and Dorr LLP
60 State Street
Boston, MA 02109
Telephone No.: (617) 526-6000
Facsimile No.: (617) 526-5000

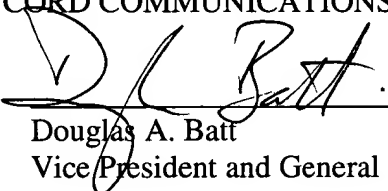
Pursuant to 37 C.F.R. §3.73(b), Applicant states that it is the assignee of the entire right, title, and interest by virtue of an assignment from the inventors of the application identified above and recorded in the United States Patent and Trademark Office.

The assignment was recorded in the United States Patent and Trademark Office on October 18, 2001 at Reel 012276, Frame 0200. A copy of the assignment document is attached.

The undersigned, whose title appears below, is authorized to act on behalf of the assignee.

CONCORD COMMUNICATIONS, INC.

By:


Douglas A. Batt

Vice President and General Counsel

Date:

9/24/02



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MARCH 15, 2002

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BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).

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DOC DATE: 09/20/2001

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DOC DATE: 10/09/2001

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DOC DATE: 10/11/2001

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DOC DATE: 10/02/2001

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STABILE, LAWRENCE A.

DOC DATE: 09/19/2001

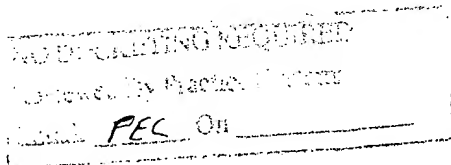
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SERIAL NUMBER: 09886611
PATENT NUMBER:

FILING DATE: 06/21/2001
ISSUE DATE:

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ASSIGNMENT DIVISION
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3. Nature of conveyance: <input checked="" type="checkbox"/> Assignment <input type="checkbox"/> Merger <input type="checkbox"/> Security Agreement <input type="checkbox"/> Change of Name <input type="checkbox"/> Other: Execution Date: September 20, 2001; October 9, 2001; October 11, 2001; October 2, 2001; September 19, 2001	RECEIVED OCT 04 2002 Technology Center 2100 RECEIVED OCT - 2 2002 TECHNOLOGY CENTER 2800
4. Application number(s) or patent number(s): If this document is being filed with a new application, the execution date of the application is: A. Patent Application No(s): 09/886,611 B. Patent No(s): Additional numbers attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
5. Name/address of party to whom correspondence concerning document should be mailed: ERIC L. PRAHL Fish & Richardson P.C. 225 Franklin Street Boston, Massachusetts 02110-2804	6. Total number of applications/patents involved: 1 7. Total fee (37 CFR §3.41): \$40 <input checked="" type="checkbox"/> Enclosed <input type="checkbox"/> Authorized to charge Deposit Account. 8. Deposit Account No.: 06-1050 Please apply any additional charges, or any credits, to our Deposit Account No. 06-1050.
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